

Customer Service/Transparency/Accountability/Performance Committee Meeting

Tuesday October 26, 2010

House Room C, General Assembly Building
Richmond, VA

Attendees: Heather Cox, Delegate Bob Brink, Maurice McTigue (by phone), Senator Mark Obenshain (by phone), Matt Bruning

MINUTES

Chairwoman Cox brought the committee to order at 9:15. She noted that the Commission has issued its interim report including several recommendations from the Committee. Following up on previous recommendations, the Committee asked the Council on Virginia's Future to assist in developing better customer services metrics as part of the performance measures of agencies. Gerry Ward from the Council noted that he would check with Jane Kusiak, but should be able to work with the Governor's staff.

Recap of Initial Recommendations

Delegate Brink noted the importance of the work on transparency, but noted his caution that recommendations might not save money initially and could cost in the start-up implementation. Senator Obenshain mentioned that the potential costs will be outweighed by the savings. Mr. McTigue noted that the initial recommendations could be added to and expanded over time. Mr. Bruning noted that the Governor's office is working on implementation plans for the initial recommendations adopted by the Commission.

Committee Member Feedback on Next Issues

Chairwoman Cox mentioned that the committee members had been given an extensive list of ideas that were submitted to the Commission that fall under the purview of the Committee and provided feedback on which issues they felt were worth pursuing going forward.

Mr. McTigue noted that there are several areas that will require further information, including cost estimates. Senator Obenshain noted that there were several issues that he would like further context on before moving forward in examining, including submissions on automation of programs, online training courses and tax credit analysis. Delegate Brink noted that the Simplification and Operations Committee has already started examining the use of inmate labor at rest stops. Chairwoman Cox noted that committee should also examine the privatization of rest stops. Senator Obenshain mentioned that the cost of operations by private managers is costly and should be reviewed, as well as a larger look at outsourcing contract requirements for efficiencies. He also mentioned that the procurement process includes requirements, like a living wage, should be examined to see if there is a benefit to the Commonwealth. Delegate Brink noted that the discussion also includes a philosophical impact on what government motives should be versus private sector goals.

Delegate Brink noted that he would like to see a more general approach on using technology to improve government rather than the specific ideas listed on the database. He also noted that on the proposal of tax credit analysis, he would be interested in pursuing an objective empirical basis on

judging return on investments. He suggested that we examine what other states use in determining ROI.

Chairwoman Cox suggested that potential changes to retirement fund contributions, including the specific proposal by JLARC, should be handled by another committee.

Delegate Brink asked about the idea on reform of the community college systems, which Mr. Bruning noted might be better served by being examined by the Higher Education Commission.

Mr. Bruning mentioned that there are remaining items on the database that have already been accomplished or are no longer applicable. For the remaining items, the Governor's staff will working on refining the proposals and bringing potential recommendations for the next committee meeting on November 8th.

Chairwoman Cox adjourned the meeting at 10:01.